

## DUTY STATEMENT

CCTC-AGENCY 304 (REV 09/21)

		RPA #	EFFECTIVE DATE:
EMPLOYEE'S NAME		POSITION NUMBER (Agency - Unit - Class - Serial) 192-102-1441-XXX	
DIVISION/UNIT Certification Division/ Intake Unit		CLASS TITLE Office Technician (Typing)	
You are a valued member of the Commission on Teacher Credentialing (Commission). You are expected to work cooperatively with all employees, our program sponsor and employing agency partners and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully, and professionally is critical to the success of the Commission's Mission.			
The Certification Division of the Commission on Teacher Credentialing ensures requirements have been met for all credentials, certificates and permits issued by the state of California that authorize teaching and services in its public schools. It is the primary point of contact by educators and ensures requirements have been met for all certification documents that authorize teaching and services in California public schools.			
Under direction of the Staff Services Manager I, the Office Technician (Typing) is an entry level position that shall perform the following duties:			
Percentage of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.		
35%	<b><u>ESSENTIAL FUNCTIONS</u></b>  <u>Intake</u> Processes credential related mail by analyzing, coding, and sorting each by credential application type. Sorts various correspondences by determining appropriate staff person or unit to be routed to for handling based on subject and status of the materials received. Reviews applications for completeness and verifies amount of the check is appropriate for the transaction being requested by the applicant. Routes any payment discrepancies to the Unit Lead for handling. Electronically stamps and batches applications in preparation for keying into the Siebel database system. Matches barcodes with granted applications and updates statuses in Siebel database system. Analyzes more complex issues.		
30%	<u>Keying</u> Keys application and payment data into Siebel database and ensures information on application and system match. Processes Zero Fee requests by stamping and keying into Siebel. Pull applications from shelves for analysts and conduct searches for missing applications. Boxing applications for storage. Scan paper applications into digital archive. Maintain scanning logs.		
15%	<u>Application processing</u> Review paper submissions of credential applications for accuracy, process the simplest types of credential/permit applications; i.e., substitute permits and child development permits. Enter data into the Credential Automated System Enterprise (CASE) system.		

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10%	<p><b><u>Business Communication</u></b> Attend and actively participate in staff and project meetings on behalf of the Intake Unit. Write and mail letters to educators, employers, and Institutions of Higher Education regarding missing information on application or other Intake-related issues. Maintain Excel spreadsheet of the Intake letters.</p>
5%	<p><b><u>MARGINAL FUNCTIONS</u></b></p> <p>Answers questions from unit staff and other Divisions. Prepares various Cashiering Reports as needed.</p> <p>Troubleshoots payment and banking issues in system and act as liaison with Certification and Technology Divisions to resolve issues. Creates payment records, assigns stamp numbers, and performs corrections needed in order to resolve payment and banking issues within Siebel and Online payment systems. Participates in testing of new processes and system enhancements for the Intake Unit while monitoring results.</p> <p>Corresponds via telephone and email with educators and employing agencies regarding payment issues and rejected applications from the Intake Unit. May contact outside vendors regarding unit's equipment and supplies needs. Completes typing assignments as needed.</p>
5%	<p>Answers phone calls, uses email and Outlook calendar to check daily Commission activities. Picks up and delivers materials and applications to various locations throughout the Commission. May act as a backup to other staff.</p>
	<p><b>KNOWLEDGE AND ABILITIES</b> Perform clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance.</p> <p><b>SPECIAL REQUIREMENT</b> <b>Ability to:</b> Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• <b>Integrity</b> – consistently adheres to his/her duties to execute the mission and responsibilities of the Commission</li> <li>• <b>Expertise</b> – be a reliable source of accurate information</li> <li>• <b>Teamwork</b> – works collaboratively and in recognition of the contribution each makes to the common purpose</li> <li>• <b>Respect</b> – recognizes the validity of other points of view and treats others with civility</li> <li>• <b>Problem Solving</b> – strives to find practical and effective solutions to achieving desired goals</li> <li>• <b>Cashiering</b> - Knowledge and/or experience in a cashiering or accounting office</li> <li>• <b>Detail oriented</b> – must be able to produce high volume of work while keeping errors to a minimum</li> </ul>

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### INTERPERSONAL SKILLS

- Strong work ethics
- Conduct yourself in a professional manner at all times
- Commitment to performing duties in a service-oriented manner
- Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment
- Maintains good work habits and adheres to all policies and procedures
- Punctual, reliable and accountable

### WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

#### Work Environment:

- Work business hours of 8:00 a.m. to 5:00 p.m.
- Requires prolonged sitting, use of telephone, computers and office equipment
- Requires frequent contact with employees, management and public
- Requires mobility to various areas of the Commission
- Requires fingerprint clearance

#### Physical Ability

- Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

#### Mental Ability

- Ability to communicate clearly and tactfully
- Read and follow written and oral instructions
- Ability to change tasks and work with multiple task assignments

***Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.***

### PERSONAL CONTACTS

#### Regular Contact with:

- Commission management and staff
- Educators, employing agencies
- Other state agencies
- Financial Institutes
- Outside Vendors
- Public

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### LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

This is the entry, trainee and journey level for this series. Under close supervision as a trainee, incumbents regularly perform a limited range of duties that become routine, shortly after the initial training period; and/or learns to perform a variety of full journey level general clerical duties.

Under general supervision, incumbents at the full journey level regularly perform a variety of duties requiring adaptation to various situations, judgment as to which learned work method to apply for the desired result, and the ability to communicate effectively. This level may have lead responsibility over less experienced employees in areas such as training and answering questions on work procedures.

Failure to use good judgment in handling sensitive and confidential information could result in confidential and/or incorrect information being released to unauthorized persons. Error when inputting educator information and working in the Siebel database can affect millions of educator records, therefore affecting their employment.

MANAGER/SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

MANAGER/SUPERVISOR'S NAME (Print)

MANAGER/SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE